



Family Care Provider eNews

(printable version)

Links to LTCare web:

- > Family Care Enrollment Data
- > What is Family Care?
- > History of Long-Term Care Redesign

Administrator's Update

The topics addressed in this month's eNews are questions that were identified in provider forum discussions earlier this year. We will continue to respond to questions from providers regarding Family Care implementation as well as provide updates on Division of Long Term Care policy development.

Sincerely,
Susan Crowley

How are the Capitated Rates Developed?

The Department of Health Services works with an independent actuarial firm to develop capitation rates for its managed long-term care programs. By federal rule, these capitation rates must be actuarially sound. This means the rates must cover the anticipated service and administrative costs of each managed care organization (MCO), for the population that is expected to be enrolled within each contract period. These rates must also correspond to the program design being purchased by the Department. In other words, the rates must reflect the services covered by either the Family Care, Family Care Partnership, or PACE program.

The methods used to develop the rates for the managed long-term care programs continue to evolve and are enhanced each year through a collaborative and transparent process. The methods themselves are described in annual rate reports

drafted by the actuarial firm and posted on the Department's website. Reports dating back to the inception of the managed long-term care programs can be found at this website: <http://dhs.wisconsin.gov/ltcare/StateFedReqs/CapitationRates.htm>.

The capitation rates rely on comprehensive cost data reported to the Department by the MCOs. These costs include all purchased services (i.e., from external service providers), as well as services provided directly by an MCO (e.g., care management). This means that the costs that are used in rate development reflect provider fee levels that are agreed to by an MCO and its network of providers, as well as the level of utilization within the more mature MCOs. These costs are adjusted for inflation; the casemix across

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Questions or comments? E-mail us at [Provider eNews](#). We will monitor submitted questions and develop a Frequently Asked Question document.

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target groups, within an MCO; the acuity, or complexity, of an MCO's membership; and regional cost differences within the State. In general, capitation rates increase each year, and overall funding in the community-based long-term care system has expanded over the past several years.

During the recent expansion period, many MCOs have endured periods of financial distress. This is not uncommon, or unexpected, given the rapid expansion of those organizations, as would be the case with the expansion of any other business. It is the Department's expectation that this distress is time-limited; will not jeopardize the sustainability, or viability, of any well-administered MCO; and will not unduly harm quality service providers that are so critical to delivering the hands-on care to our most vulnerable citizens. At the same time, the reform effort does

require that both MCOs and individual service providers adapt their current business models to fit within the Family Care program design and associated funding levels.

The Department continues to be open to specific suggestions as to how the capitation rate methods can be enhanced. Ideas that will lead to a better and broader understanding of funding mechanisms within the reformed long-term care system are also welcome. For example, in the past, the Department has carried out a web cast to explain the rate methods and regulatory/oversight structure that is in place for the managed long-term care programs; this web cast can be viewed at: <http://dhs.wisconsin.gov/managedltc/grantees/webcasts/033006.htm>.

If you have questions or comments, contact [Tom Lawless](#).

Residential Rate-Setting Project Update

Summary minutes from the Family Care Residential Rate Setting Listening Sessions hosted by the Department on April 16 and April 23 are posted on the [Department's web](#).

The Department's web includes information on the purpose of the project and the three components. There is also an frequently asked questions section with option for you to submit questions.

Future Provider eNews

Future Family Care Provider eNews will be distributed via the Expanding Managed LTC in Wisconsin listserv. To subscribe to this list, go to <http://dhs.wisconsin.gov/managedltc/grantees/Listserv.htm> (it may be necessary to copy and paste this URL if the link is broken).

How are We Measuring Member Quality?

DHS measures the quality of the services and supports provided by managed care organizations (MCOs) in several ways. There are ongoing, scheduled oversight activities including review and approval of business plan, assuring adequate provider capacity, and the annual quality review conducted on-site by our contracted External Quality Review Organization (MetaStar) where they review care plans, interview members, care managers and providers, and determine how well the MCO is meeting program standards in the contract.

One of the most important ways we monitor MCO quality is to follow up on all concerns we hear about member care and services. Some of these contacts come to us via other parts of state government, whether the Governor's office, legislators, the DHS Secretary's office, or are made to our Division of Long Term Care. People expressing concerns may be members, their families or guardians, providers, friends, ombudsmen or other advocates.

It is important that DHS and the MCOs, learn about these concerns and complaints so that appropriate corrections can be identified and put in place. It is important for all stakeholders to take responsibility for making concerns and problems known so we can make sure the long term care system is working as was meant to for every consumer.

Here are four places to take complaints and grievances about the quality of member care and services in Family Care:

1. Member Rights Specialist at each MCO

Each MCO has at least one staff person designated as 'Member Rights Specialist,' whose job is to help members with issues and concerns that relate to the quality of their care, help them to understand and initiate formal appeals and grievances, and to assist the MCO in assuring quality services throughout the MCO. The name and number of the MCO's member-rights specialist is in the Member Handbook; you should also be able to obtain that contact information from the MCO's general phone number.

**There are
four places
to take
complaints
and
grievances
about
quality of
member
care and
services in
Family Care**

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2. State Family Care Hotline

DHS contracts with our external quality-review organization to operate a hotline to receive complaints about Family Care services. The member, family members, or providers are invited to contact the hotline with any questions or complaints about Family Care program quality.

Hotline Phone: (888) 203-8338

DHS Family Care and Partnership Complaints

c/o MetaStar

2909 Landmark Place

Madison, WI 53713

Fax: (608) 274-8340

E-Mail: dhsfamcare@wisconsin.gov

3. DHS staff Oversight teams

The Department has designated a small team of DHS staff to carry out lead responsibility for MCO oversight. Hotline complaints are often referred to the Oversight teams. If you would like to contact DHS Oversight staff directly, email the OFCE mailbox at DHSOFCE@wisconsin.gov. This mailbox is monitored by DHS staff; OFCE managers will make the appropriate assignment for DHS staff to follow up on your email.

4. Family Care Ombudsmen

The Department also contracts with independent ombudsmen to assist members in resolving problems with Family Care services. Both Ombudsmen programs will typically use informal negotiations to resolve your issues without a hearing. Different ombudsmen serve different age groups:

[Wisconsin Board on Aging and Long Term Care](#) for members age 60 and older.

Board on Aging and Long Term Care

1402 Pankratz Street, Suite 111

Madison, WI 53704-4001

Toll-free: 800-815-0015

Fax: 608-246-7001

[Disability Rights Wisconsin \(DRW\)](#) for members under age 60.

131 W. Wilson St., Suite 700

Madison, WI 53703

608-267-0214

TTY: 888-758-6049

Fax: 608-267-0368

Madison Toll-free: 800-928-8778

Milwaukee Toll-free: 800-708-3034

Rice Lake Toll-free: 877-338-3724